

EXECUTIVE SUMMARY

Survey of the Nine Regional Coordinating Councils

Administered in the fall of 2015 by the SCC Agency Partnership Subcommittee

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In the fall of 2015, the State Coordinating Council on Community Transportation (SCC) asked the members of the nine Regional Coordinating Councils (RCCs) to complete a survey designed to assess the state of coordination across the regions. The results provide a way for regions to share the successes and challenges they have experienced in their efforts to coordinate community transportation. The information will also help the SCC provide better and more targeted support for the regions as they continue the coordination process.

As the SCC works to update the Statewide Coordination Plan, these survey results will provide valuable data to guide future strategies. This snapshot of what coordination looks like in New Hampshire will help engage public agencies on both the state and regional levels. The feedback concerning additional support the regions would like to see from the SCC is the beginning of a dialogue that will align the efforts of the state and the regions as the lessons learned are incorporated into new strategies to achieve coordination.

Complete results are available in the full report. Here are some highlights:

- Eight of the nine regions said coordination has progressed in their regions, most commonly in the form of better communication, but with significant achievements in some regions.
- Five councils have decreased in membership, three stayed level, and one has increased.
- Methods to increase participation and awareness were developed by several RCCs
- Even though participation decreased overall, participation did not shrink to just those receiving new Federal Transit Administration 5310 program funds through the New Hampshire Department of Transportation. The more successful regions had broad representation and participation. Although the general public has little awareness of the councils, some councils have been successful in publicizing the transportation services available in their regions.
- To summarize the top positive outcomes listed by the regions were:
 - increased service through the use of 5310 funds
 - information sharing
 - learning how others operate
 - greater awareness of the region's needs
 - establishment of call centers
- The top negative outcomes listed were:
 - inadequate funding and conflict over funding
 - lack of interest among stakeholders
 - limited capacity to implement coordination strategies
 - lack of clear purpose

- While Some coordination efforts met with barriers, the councils generally feel that the SCC has supported the regions in a number of ways.
- Regions would like more support from the SCC in specific ways including technical assistance, advocacy, technology, funding, clarification of the role of the SCC, resolution of outstanding issues, and increasing participation by a number of state agencies.
- Regions shared non-federal sources of funding including pooling of in-kind match, using the value of volunteer driver time as soft match, contributions from foundations and banks, support from municipal and county governments, on-vehicle advertising, and private contributions.
- Most regions have seen reduced funding outside Federal Transit Administration programs, especially due to the recent changes in the Bureau of Elderly and Adult Services (BEAS) Title IIIb, and many are cutting back on service as a result.
- Regions shared the lessons and best practices they have learned in providing service through the 5310 program:
- Some regions experienced barriers to success in providing services funded by 5310 funds.

As the nine regions review the results of this survey, they will be able to take advantage of the experiences of their peers, increasing the adoption of successful strategies. By providing an ongoing forum for exchanging ideas and information between regions and with the SCC, the replication of regional success will be facilitated across the state.

For the complete set of results, please contact the SCC.